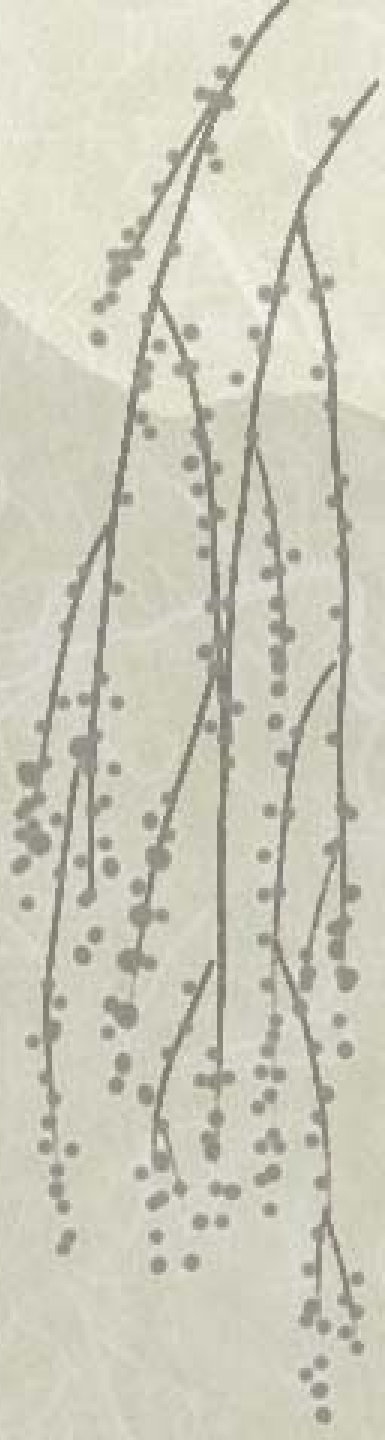
# PATIENT RELATIONS

***MAJ Sharon Healy***



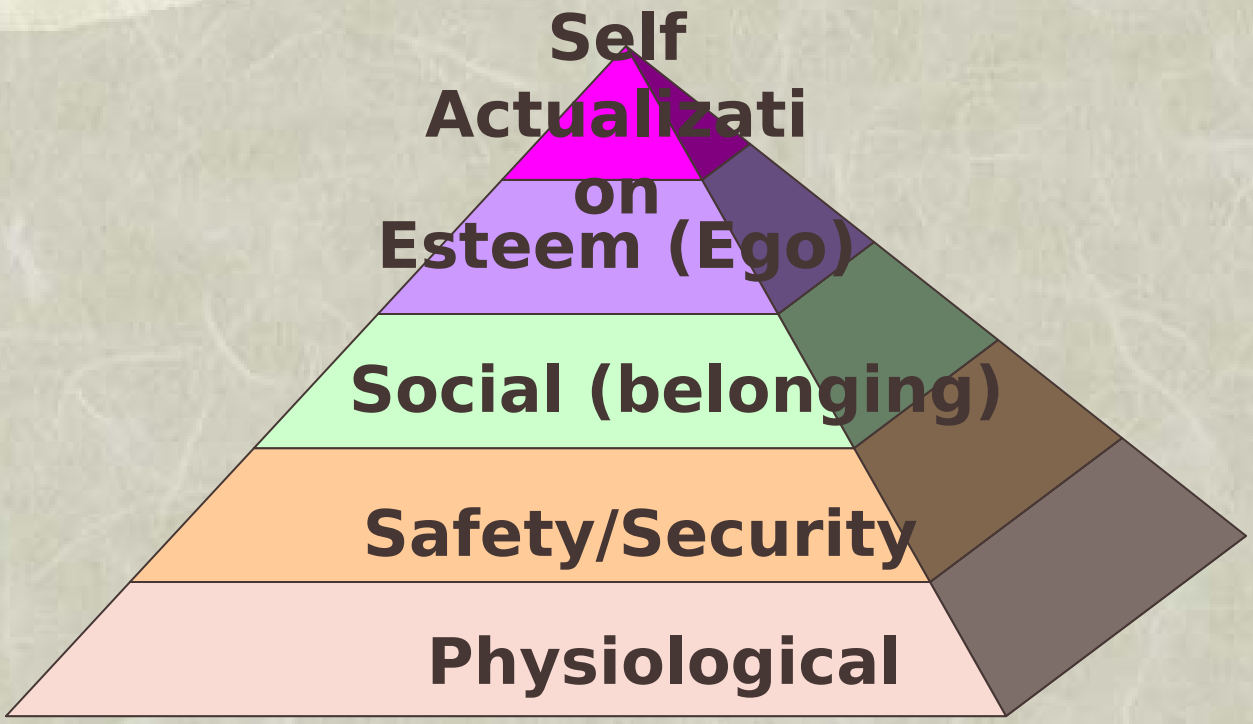
# TERMINAL LEARNING OBJECTIVE

***Identify health care providers responsibilities to establish and maintain professional patient relationships.***

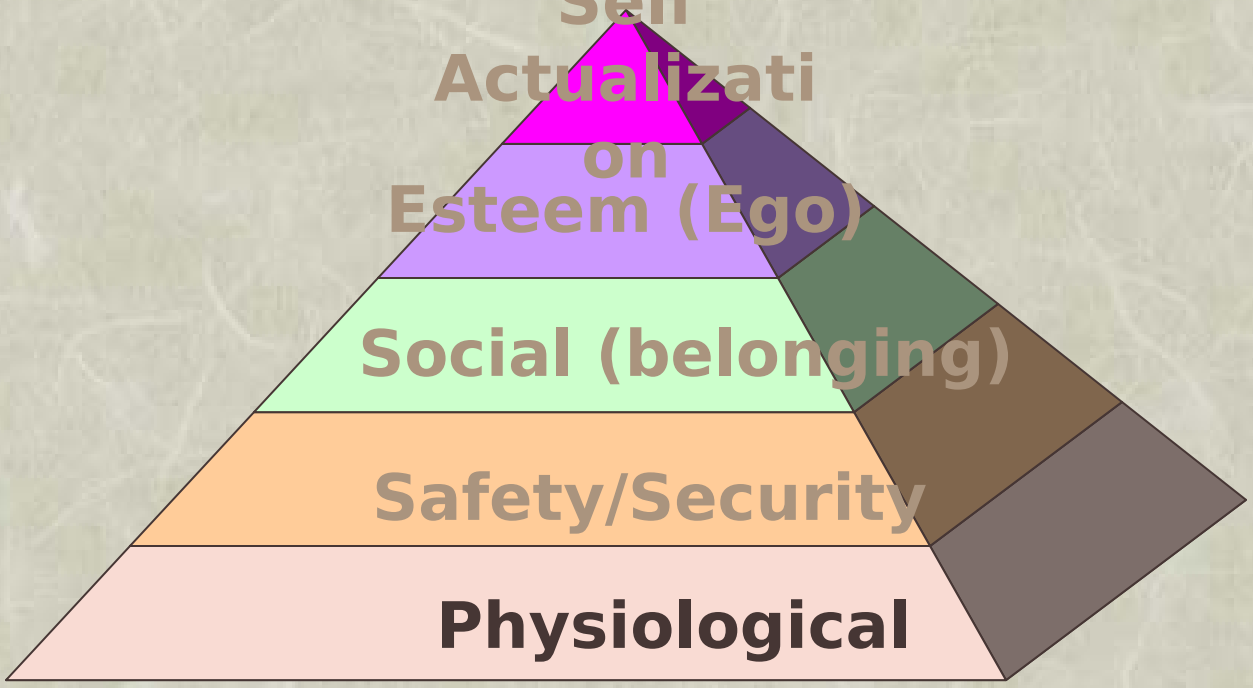
# PATIENT'S NEEDS

- **IDENTIFY THE TYPES OF PATIENTS NEEDS.**
  - **BASIC PHYSIOLOGICAL NEEDS**
  - **SOCIAL NEEDS**
  - **SELF-ESTEEM NEEDS**
  - **SELF-ACTUALIZATION NEEDS**

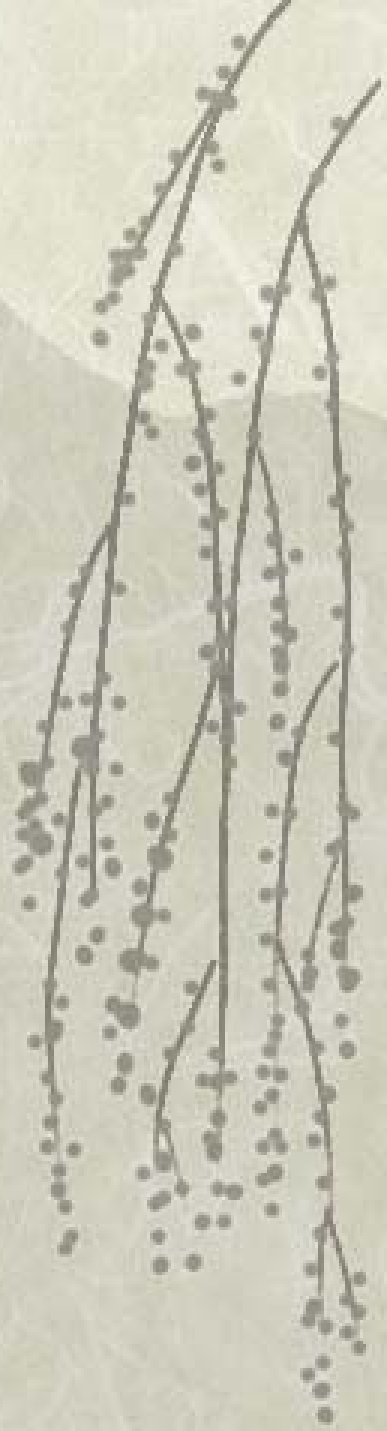
# PATIENT'S NEEDS
# Maslow's Hierarchy



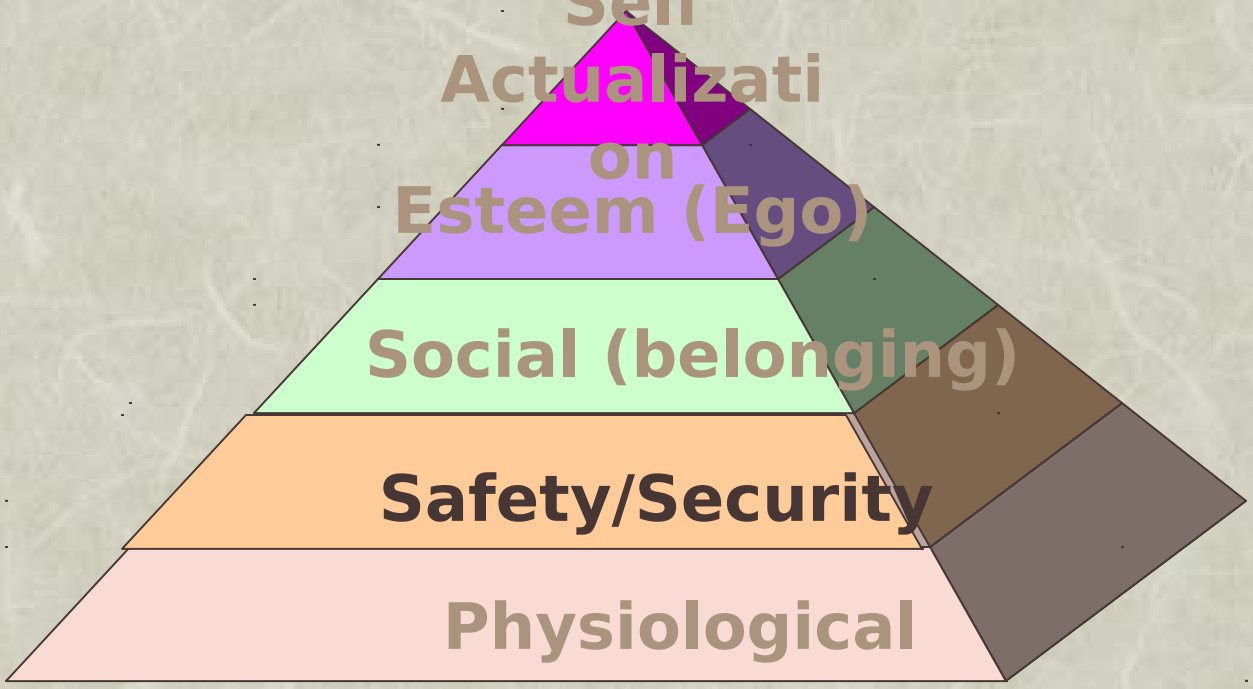
# BASIC PHYSIOLOGICAL NEEDS



- Oxygen
- Water & Fluids
- Food & Nutrients
- Sleep & Rest
- Elimination of waste

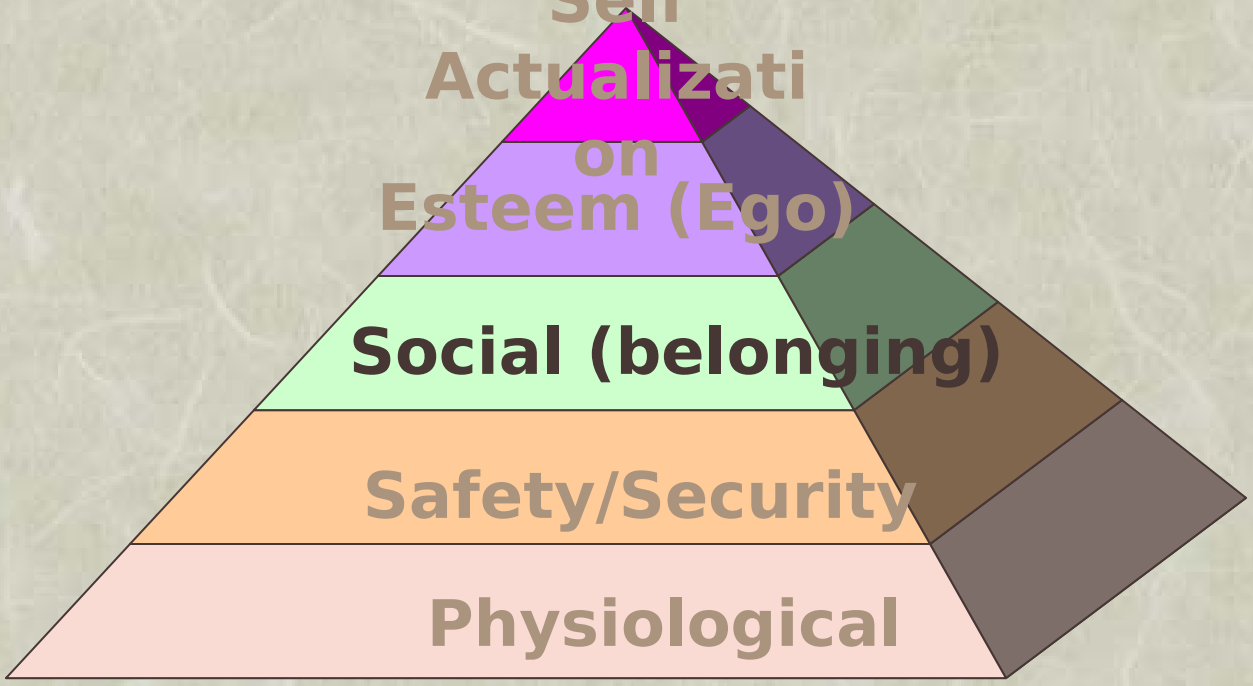


# SAFETY AND SECURITY NEEDS



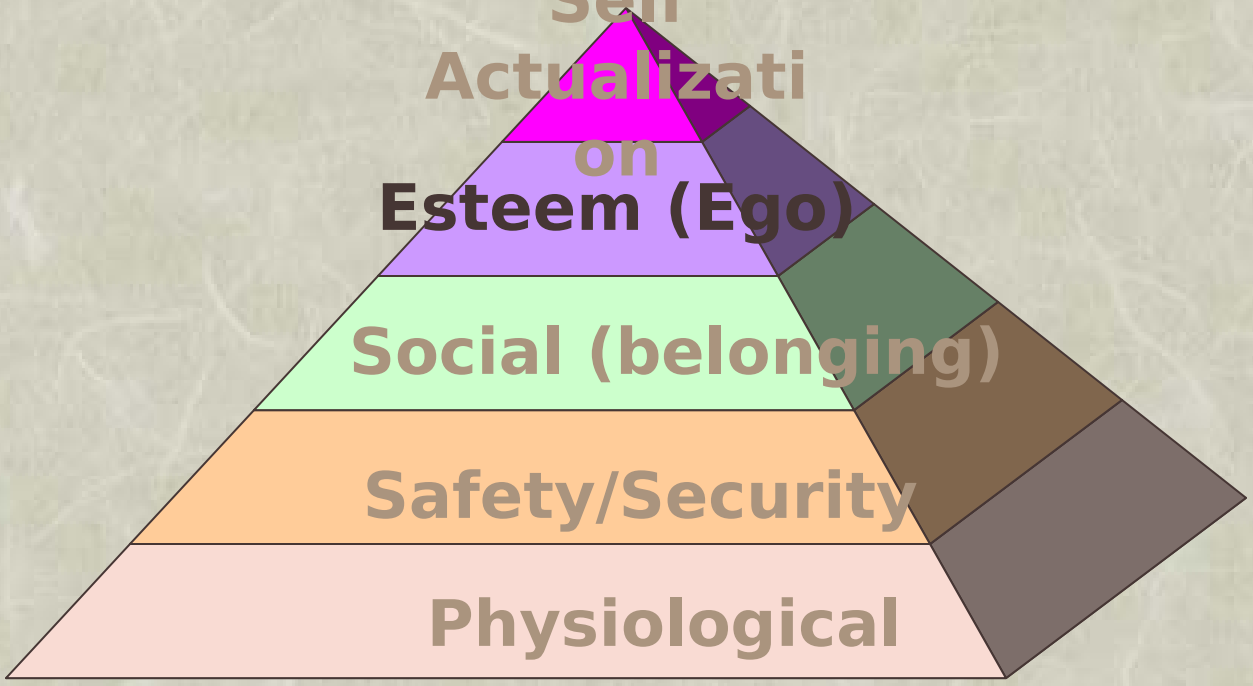
- **Free from the hazards of life, such as war, crime, disease, and economic instability.**
- **Law, order, and limits.**
- **Protection from the elements.**
- **Freedom from fear, anxiety, and chaos.**
- **Strength in the protector.**

# SOCIAL NEEDS



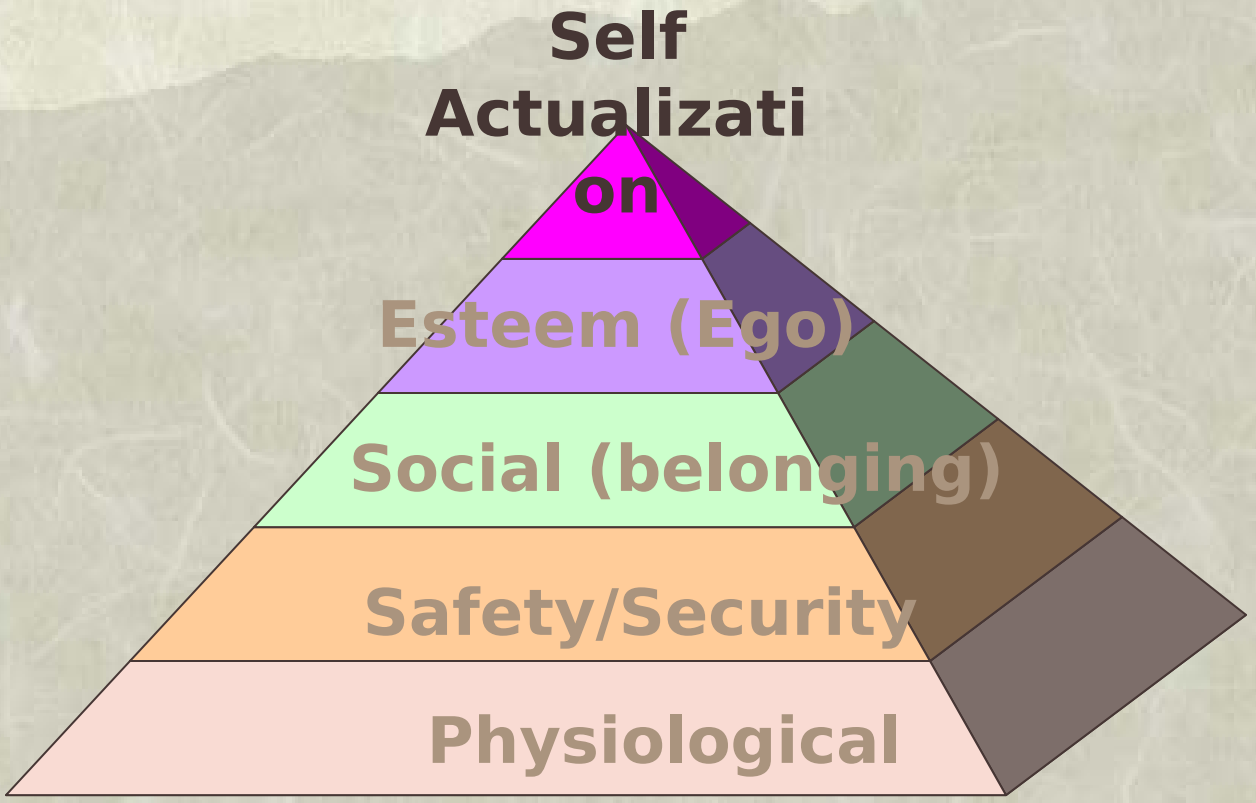
- **Belonging & Love**
- **Meaningful Relationships**
- **Group Interactions**
- **Acceptance of Significant Others**

# SELF ESTEEM NEEDS



- **Thinking well & positive of self**
- **A sense of personal worth**

# SELF ACTUALIZATION NEEDS



- **Meeting one’s full potential**
- **Capability of being fully functional**
- **Having the ability to cope with life’s situations**

# SPECIAL NEEDS OF SURGICAL PATIENTS

# PEDIATRIC PATIENTS

- **Reassurance of seeing parents/loved ones soon after surgery**
- **Allowing a familiar object to go with patient to the O.R.**

# ELDERLY PATIENTS

- **Extra patience is needed, some patients will have marked physical & psychological deficits**
- **You must compensate for those patients that become confused & disoriented**

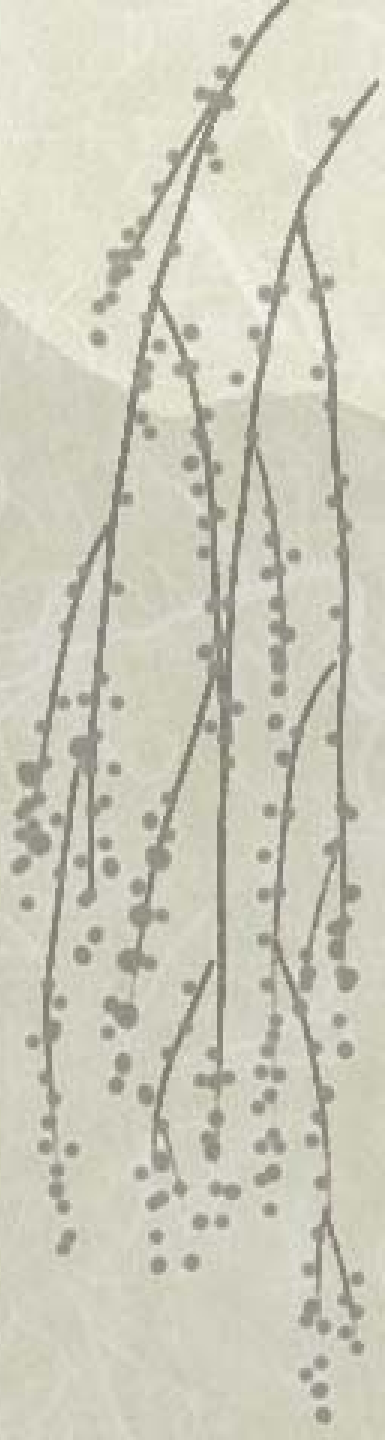
# HEARING IMPAIRED/ DEAFNESS

- **Written information may be helpful**
- **Do NOT exaggerate lip movement**
- **Attract patient's attention before speaking to them**

# VISUAL IMPAIRED

- Speak to patients before touching them
- Comfort patient with gentle words
- Guide the patient’s hand when transferring from bed to gurney

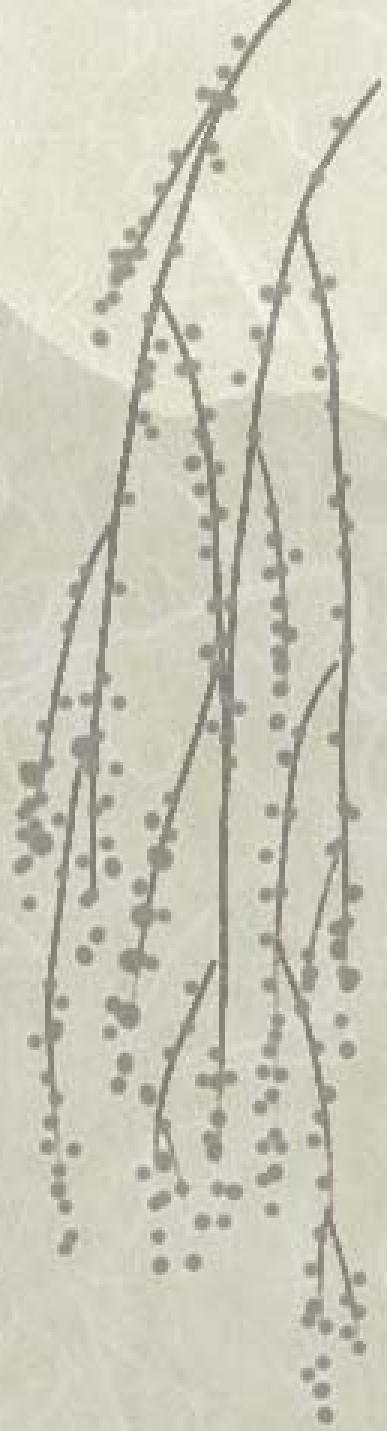
# UNCONSCIOUS PATIENTS



- Assume the patient can hear
- Treat no differently than a conscious patient
- Explain what you are going to do before doing it

# GUIDELINES FOR PATIENT CONTACT

- GREET PATIENT
- INTRODUCE SELF
- MAKE EYE CONTACT
- BE PROFESSIONAL



# GUIDELINES FOR PATIENT CONTACT

- CONCENTRATE ON WHAT PATIENT IS SAYING
- AVOID  AN AUTHORITATIVE MANNER
- USE A LANGUAGE AT LEVEL OF PATIENT UNDERSTANDING

# GUIDELINES FOR PATIENT CONTACT

- DO NOT VOICE YOUR OPINION OR ALLOW YOUR FEELINGS TO INTERFERE WITH PATIENT CARE
- DO NOT USE WORDS THAT MAY EVOKE ANXIETY(e.g., blade, nausea, needle, OR table).

# GUIDELINES FOR PATIENT CONTACT

- ANSWER QUESTIONS HONESTLY AND CLEARLY
- PAY ATTENTION TO ANY PATIENT DISCOMFORTS
- ALLOW PATIENT TO TALK ABOUT PERSONAL FEELINGS

# GUIDELINES FOR PATIENT CONTACT

- STAY CLOSE TO PATIENT
- RESPECT PATIENT'S BILL OF RIGHTS

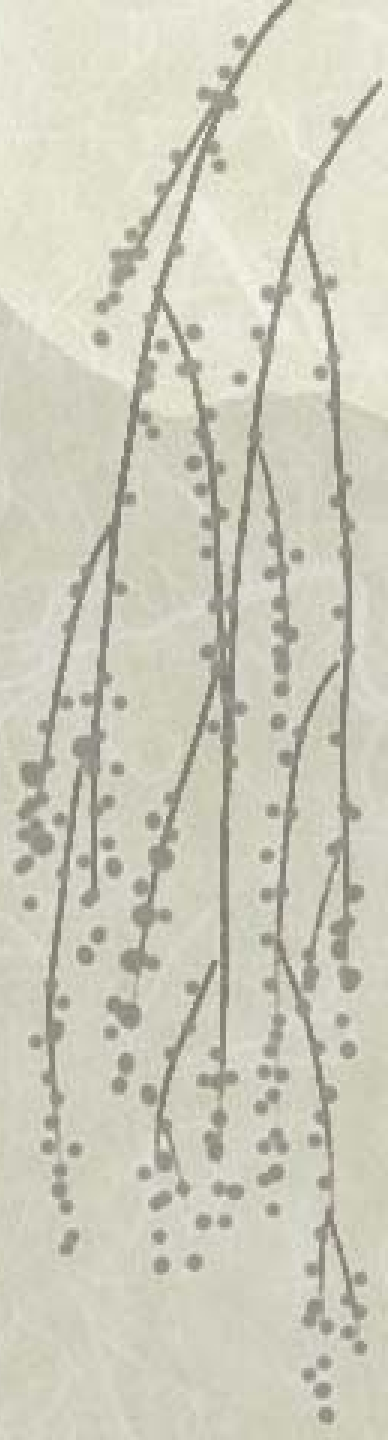
# EFFECTIVE PATIENT COMMUNICATION

- IDENTIFY EFFECTIVE COMMMUNICATION TECHNIQUES
  - GOALS
  - TYPES
  - BARRIERS

# EFFECTIVE PATIENT COMMUNICATION

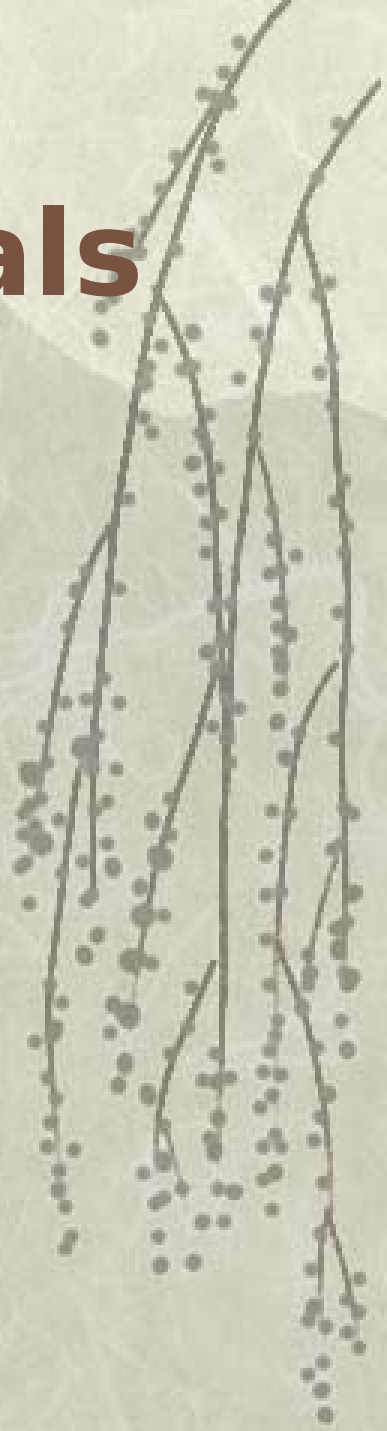
- **EARS**
  - **Listening Skills**

- **APPLE**
  - **Speaking Skills**



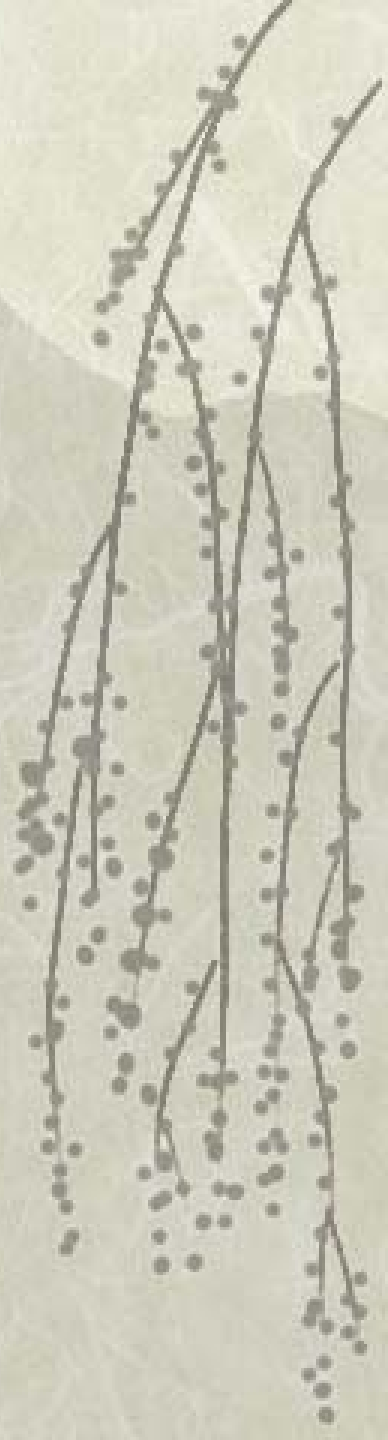
# Communication Goals

- TO INFORM
- TO RELEASE TENSION
- TO EXPLORE PROBLEMS



# TYPES

- VERBAL
- NONVERBAL
- SILENCE (USES)



# BARRIERS TO COMMUNICATION

- CHANGING THE SUBJECT
- INTERRUPTING THE PATIENT
- TALKING EXCESSIVELY

# BARRIERS TO COMMUNICATION

- USING CLICHÉ'S
- ADVISING PATIENT BASED ON YOUR VALUE SYSTEM
- JUDGING THE PATIENT

# BARRIERS TO COMMUNICATION

- RELATING YOUR OWN MEDICAL EXPERIENCE
- GIVING FALSE REASSURANCE
- PATRONIZING THE PATIENT

# Bill of Rights

## The Patient has the RIGHT:

- to considerate and respectful care
- to know the identity of physicians, nurses, and others (students, residents, etc)
- to make decisions about the plan of care and to refuse a recommended treatment
- to have an advance directive
- to privacy
- to review the records pertaining to his/her medical care
- to consent to or decline to participate in

# Group Work Scenarios

- ✓ Read Scenario
- ✓ Discuss Choices
- ✓ Select Best Answer Based on What you Learned (Type of Relationship, Identify Pt. Needs (Maslow), Appropriate Communication)
- ✓ Share your scenario and solution with the group
- ✓ Suggest other appropriate

# QUESTIONS